

10/16/01
JULY 4 U.S.
10/16/01

12-31-01

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"Express Mail" mailing label number EL746760642US.
Date of Deposit October 19, 2001

Case No. 10022/178

PATENT APPLICATION TRANSMITTAL LETTER

To the Commissioner for Patents:

Transmitted herewith for filing is the patent application of: John Brett, William D. McVicker, Samir Anand, Stephen Nunn and Karen E. Riley for: METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY. Enclosed are:

19 sheet(s) of drawings, 70 pages of application (including title page), and the following Appendices : _____.
 Declaration.
 Power of Attorney.
 Verified statement to establish small entity status under 37 CFR §§ 1.9 and 1.27.
 Assignment transmittal letter and Assignment of the invention to : _____.
 return post card.

j1002 U.S. PTO
10/029769
10/19/01

Claims as Filed	Col. 1	Col. 2
For	No. Filed	No. Extra
Basic Fee		
Total Claims	67-20	47
Indep. Claims	5-3	2
Multiple Dependent Claims Present		

*If the difference in col. 1 is less than zero, enter "0" in col. 2.

Small Entity		Other Than Small Entity	
Rate	Fee	Rate	Fee
	\$ 370	or	\$ 740
x\$9=	\$	or	47x\$18=
x\$42=	\$	or	\$846
+\$140=	\$	or	2x\$84=
		or	\$168
		or	+\$280=
			\$
Total	\$	Total	\$1,754

Please charge my Deposit Account No. 23-1925 in the amount of \$: _____. A duplicate copy of this sheet is enclosed.

A check in the amount of \$: 1,754 to cover the filing fee is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

Any additional filing fees required under 37 CFR § 1.16.

Any patent application processing fees under 37 CFR §1.17.

The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No. 23-1925. A duplicate copy of this sheet is enclosed.

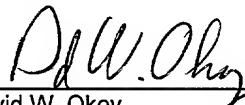
Any filing fees under 37 CFR § 1.16 for presentation of extra claims.

Any patent application processing fees under 37 CFR § 1.17.

The issue fee set in 37 CFR § 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR § 1.311(b).

October 19, 2001

Date


David W. Okey
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Registration No. 42,959



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